

ORDER OF NOTICE

D.T.E. 04-25

April 5, 2004

Investigation by the Department of Telecommunications and Energy into Western Massachusetts Electric Company's 2003 Service Quality Report, filed pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, (June 29, 2001).

Western Massachusetts Electric Company is required to serve notice to the service list in D.T.E. 99-84 at least ten (10) days prior to April 21, 2004. The Company is also required to make return of service **prior** to April 21, 2004.

By Order of the Department,

MARY L. COTTRELL, SECRETARY

D.T.E. 04-25

April 5, 2004

Investigation by the Department of Telecommunications and Energy into Western Massachusetts Electric Company's 2003 Service Quality Report, filed pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, (June 29, 2001).

On March 1, 2004, Western Massachusetts Electric Company ("Company") filed with the Department of Telecommunications and Energy ("Department") its service quality ("SQ") report for the period January 1, 2003 through December 31, 2003, pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, Att. 1, at IX (June 29, 2001). The Company's SQ report includes a description its performance during the past calendar year and historically in the eight SQ penalty measures as well as additional SQ reporting measures. The Department docketed this matter as D.T.E. 04-25 for investigation.

The Department will accept written comments on the Company's 2003 SQ report. Persons wishing to submit such comments on the Company's report should file as follows: an original with Mary L. Cottrell, Secretary and seven (7) copies with the Hearing Officer, Jody Stiefel. The original and copies should be delivered to the Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110, not later than 10:00 a.m.) on Wednesday, **April 21 , 2004**.

All written documents should be submitted to the Department in electronic format using one of the following methods: (1) by e-mail attachment to dte.efiling@state.ma.us and Jody.Stiefel@state.ma.us or (2) on a 3.5" disk, IBM-compatible format. The text of the e-mail or the disk label must specify: (1) the docket number of the proceeding (D.T.E. 04-25), (2) name of the person or company submitting the filing, and (3) a brief descriptive title of the document. The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in either Word Perfect (naming the document with a ".wpd" suffix), in Microsoft Word (naming the document with a ".doc" suffix), or as an Adobe PDF file (naming the document

with a “.pdf” suffix). Data or spreadsheet responses should be compatible with Microsoft Excel. All written pleadings or comments submitted in electronic format will be posted on the Department’s Website, <http://www.mass.gov/dpu>.

The Company’s SQ report may be inspected at the offices of the Department during normal business hours (Monday through Friday, 9:00 a.m. to 5:00 p.m.). The Company’s SQ report is also available on the Department’s Website. Any person desiring further information regarding this notice should contact Jody Stiefel, Hearing Officer, Department of Telecommunications and Energy, at (617) 305-3500.

By Order of the Department,

Mary L. Cottrell, Secretary